

NEWS RELEASE

FOR IMMEDIATE RELEASE

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City of Seguin Warns of Utility Payment Scam

Caller Poses as City Employee, Demands Payment

SEGUIN, Texas – The City of Seguin warns residents of a telephone scam involving con artists posing as city employees and requesting immediate payment of utility accounts to avoid disconnection.

“Above all we want our utility customers to know that we will never call for over-the-phone payment,” Seguin Utility Billing Supervisor Leann Wilkerson said. “We only collect payment at the billing office and through the online payment option on the city website. If you get a call from someone saying otherwise, it’s a scam.”

A utility customer contacted the city Tuesday and alerted staff he had received such a call. In this case the con artist caller told the utility customer to purchase a prepaid debit card and provide the card number to prevent service disconnected. The utility customer recognized the call as a scam.

“This is just one of many scams that con artists use,” Wilkerson continued. “Right now we are only aware of the one recent over-the-phone attempt but we want to make sure our customers are aware in case more attempts are made.”

In the past a utility customer reported they were contacted by a person claiming to be a city employee who demanded a face-to-face payment in the field. Although this has not been

reported locally since April 2013, the City of Seguin reminds residents that legitimate utility employees will never seek payment in the field. Account information is available by calling the utility billing office at 830-401-2460.

If you receive a call from a person posing as a utility employee asking for an over-the-phone payment, please recognize it as a scam attempt and report it to the Seguin Police Department at 830-379-2123.

About the City of Seguin

Seguin, Texas is located off Interstate 10, about 35 miles east of San Antonio. Seguin is big enough to boast a top-rated university and a state-of-the-art hospital. More than 25,000 residents enjoy a range of cultural, recreational and employment opportunities. Seguin's robust diversified economy features a steelmaker, a manufacturer of automotive parts and plants making roadside mowing equipment and building materials. In 2009, Seguin was proud to be selected by Caterpillar as the site of a major new engine manufacturing facility.

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